

Senior IT Manager - SAP Business

The Senior IT Manager will lead the organization in the development, implementation and administration of effective processes, systems and disciplines to support existing solutions and to better plan, design and realize new business solutions.

The Senior IT Manager leverages his or her broad knowledge of all functions in Information Technology, will participate in the creation of a long-term, global SAP vision that is highly business relevant and can be systematically implemented. He or she assigns, delegates, reviews and evaluates work of subordinates and other team members creating a proactive, high performance, problem-solving organization.

This role delivers business solutions in support of Human Resources, Finance, Operations, Marketing, Corporate Communications and IT. It is responsible for both existing systems and new projects of significant risk, scope and/or complexity to support the strategic and tactical needs of the business. This role works closely with business and IT leadership to set strategy, design, scope, schedule and budget. He/she influences direction of systems projects through technology and business process design, and the role manages a team of 5-15 people, which may include SAP configuration, ABAP and other SAP technology staff as assigned. This role works closely with other systems managers, IT Developers and IT peers to achieve desired results.

Utilizing a team of analysts, programmers and EDI support staff, the Senior Manager:

- Evaluates alternative procedural and systematic solutions that meet needs while maintaining business standards.
- Provides insight on improvements to ERP solution (SAP) and others such as assigned.
- Provides senior technology leadership for the governance and coordination of implementation efforts to ensure fit to the enterprise application strategy and architecture.
- Leads the process of recommending technologies, procedures, processes and policies for creating a consistent, effective and efficient environment, as well as for applicability to the company's IT architecture and business needs.

- Manages large projects by planning them, establishing priorities, monitoring and reporting progress and costs, ensuring compliance with all audit requirements, ensuring on-time and on-budget completion. Utilizes a mix of internal and external resources to accomplish this. Coordinates projects with business users.
- Ensures that system improvements are successfully implemented and monitored to increase efficiency. Works with technical team to schedule upgrades, transports, client refreshes.
- Support all phases of a project life cycle including analysis, design, configuration, testing, and deployment of solutions, post-production support/maintenance, documentation, and end-user training.
- Understands configuration dependencies and interrelationships between separate functional modules of SAP and designs and troubleshoots in the area with this knowledge.
- Conducts or participates in user requirements gathering and documentation designs.
- Provides alternatives based on best practices and SAP functionality including providing solutions for functionality gaps that cannot be delivered by standard SAP.
- Provides cross-functional area solutions. Develops functional specifications and works with technical resources to complete object development and testing.
- Acquires new systems knowledge through research, reading and formal training.

IT Governance and Architecture - Must participate in the establishment and execution of a framework of IT governance and Enterprise Architecture standards and effectively lead others in execution within that framework. Must be able to establish and monitor standards and guidelines, as well as evolve and adapt standards and guidelines so as to improve the quality of the overall architecture. Supports IT Compliance activities including responding to requests related to quarterly and annual corporate audits.

Collaboration – Must demonstrate acute competence in identifying and addressing IT issues and working toward consensus solutions. Must work effectively with others in a highly collaborative work environment. Must effectively work with various technical and management levels as well as with business personnel at any level.

Business & IT Enterprise Strategy - Proficient in analyzing topics within and related to the assigned architecture area, analyzing issues and impacts accurately, and communicating effectively. Develop and maintain an understanding of company business activities and be

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able to communicate how the assigned architecture area relates to business activities. Comprehend the impacts of tactical and long-term activities (both business and IT) and their inter-relationships, issues and benefits.

Mentoring and Developing – Serves as a leader for direction, training and guidance for less experienced staff. Develops and defines policies, procedures, and standards. Establishes development of methodologies, approaches, models, tools and techniques and ensures they are consistently followed and applied.

RESPONSIBILITIES

- Works closely with business and IT leadership to set strategy, design, scope, schedule, and budget. Influences direction of systems projects through technology and business process design. Works closely with other systems managers and IT to achieve desired results.
- Mentors, guides and develops direct staff of 5 - 15 analysts and developers.
- Manages large SAP and other projects by planning, establishing priorities, managing and monitoring progress through detailed plans, consistent Status including appropriate Metrics to track progress, reviewer/approval of staff deliverables including project artifacts, and able to consistently deliver solutions on-time and on-budget.
- Be an advocate for following departmental governance, process, and Architectural standards, effectively leading and ensuring that the team they manage understand and deliver solutions in accordance with those standards.
- Maintain information systems based on SAP and other technologies.
- Plan and execute the rollout and implementation of major upgrades or installations.
- Construct RFP's and RFQ's relating to SAP and other technologies and projects.
- Identify, research, evaluate, and implement emerging SAP and other technologies.
- Support quarterly internal and annual external IT/Corporate compliance audit activities.

QUALIFICATIONS

- Bachelors degree
- 7 + years progressive IT Leadership / Management experience required
- Strong, proven people management, motivation and team building skills

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- ITIL, PMI, CMM, SDLC skills, certifications a plus
- Management/Executive training a plus
- AA/EEO Employer